



## \*HSPD-12 NEWSFLASH\*

### **SUBJECT: LINC PASS ACTIVATION ISSUES**

Please be aware that GSA MSO has received a large number of help desk inquiries regarding applicants not being able to activate their LincPass. In some cases, applicants have completed activation without difficulty. However, it is evident that many applicants have not been able to complete activation due to system delays. Those who have encountered this problem will need to reschedule their activation for a later date. Should applicants who have encountered this problem contact you, please contact the USAccess help desk to ensure GSA MSO has a record of the incident.

GSA MSO and EDS engineers are working to resolve the problem; however, we do not have a firm timeframe for resolution. We will provide this information to you as soon as it is available.

Please contact the USDA HSPD-12 Help Desk should you have additional questions.

Toll Free: 1-888-212-9309

Local: 703-245-7888

[USDAHSPD12HELP@dm.usda.gov](mailto:USDAHSPD12HELP@dm.usda.gov)

